

The Cycle of Volunteer Management: Always in Motion

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To create a successful volunteer program, the following steps can be adapted to your individual agency situation. Some steps may become more involved and time consuming than others, depending on the size of the program.

Planning

What is your vision of the volunteer program and how can you make it happen? Try an organizational volunteer needs assessment, and identify the responsibilities of volunteers.

Job Creation

What do you want the volunteers to do? After volunteer needs are identified and the plan and assessment are completed, use the information to create volunteer position descriptions. Include time commitment, responsibilities and necessary skills as well as any other required information.

Recruitment

How do you locate the right volunteers? Plan a campaign to target audiences and use techniques with the best potential to recruit volunteers.

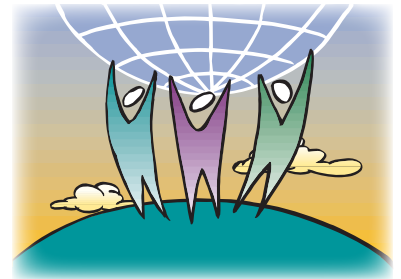
Interviewing

Interview questions can not only give you answers about a volunteer's qualities and capabilities, but also give both of you a chance to get a feeling about the "fit" for the person and the agency.

Orientation and Training

Plan to present all crucial information so that new volunteers can comfortably function in their posi-

tion. Orientation can be brief with information about the organization and task; training can be more in-depth and educational.



Evaluation

An opportune time to check in with volunteers to see how they are doing and also to see how they feel the agency is doing. By working with other staff members involved, positions can be changed, new ones created or other program information can be utilized. Recordkeeping can document numbers, time and/or needs.

Recognition

Create recognitions that express the organization's appreciation of all the volunteers. This acknowledgment can be ongoing, annual, verbal, in person, by mail or many combinations of the above.

Retention

Keeping volunteers is an effort of all paid staff. Giving feedback to volunteers as well as volunteer program managers is essential in having a vibrant program that serves the needs of the clients and can potentially expand programs.

For more information, contact your local Cooperative Extension Service office or Marianne Kerr, Extension Faculty, 4-H and Youth Development, at 907-786-6305 or anchorage.4h@uaf.edu. This publication was reviewed by Linda Tannehill, Extension Faculty, Health, Home and Family Development, and Derylee Hecimovich, Extension Faculty, 4-H and Youth Development.

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